

Fact Sheet

What Providers Need to Know: NC Health Choice Move to Medicaid

NC Health Choice ended April 1, 2023

Carolina has had two programs that offer medical coverage for eligible children – Medicaid and NC Health Choice. A provision included in the North Carolina state budget, approved in July 2022, directed NCDHHS to move NC Health Choice beneficiaries to Medicaid. Beneficiaries did not lose Medicaid eligibility or coverage because NC Health Choice ended.

Beneficiaries ages 6-18 who were eligible for NC Health Choice are now eligible for Medicaid benefits as part of the Medicaid for Infants and Children (MIC) program that began on April 1, 2023.

The MIC program expanded to include beneficiaries ages 6-18 whose household income is > 133% and ≤ 211% of the Federal Poverty Level.

These beneficiaries received new Medicaid ID cards to replace their old NC Health Choice ID card.

WHAT DOES THIS MEAN FOR BENEFICIARIES ?

Beneficiaries moved from NC Health Choice to Medicaid:

- Are eligible for Early & Periodic Screening, Diagnosis and Treatment (EPSDT), a benefit designed to discover and treat health conditions before they become serious
- No longer have enrollment fees or copays
- Are eligible for non-emergency medical transportation (NEMT) to access Medicaid-covered services

Beneficiaries do not need to take any action. Their Medicaid ID (Recipient ID) number did not change.

WHAT DO PROVIDERS NEED TO DO ?

- Providers enrolled in both NC Health Choice and NC Medicaid did not need to do anything.
- The NC Health Choice health plan was end-dated on NCTracks provider records effective April 1, 2023.

- Providers must continue to verify beneficiary's eligibility through NCTracks with their Medicaid ID number.
- NC Health Choice references will be removed from the Provider Permission Matrix (PPM), educational materials, and NCTracks applications (new and retroactive), including MCRs, as of April 1, 2024.

WHAT IF I HAVE QUESTIONS ?

For more information, please see Medicaid bulletin article [NC Health Choice Move to Medicaid: Timeline for Claims Adjudication and Process for Prior Approvals](#) published on March 15, 2023.

Additional resources for providers on the transition to managed care can be found in the [NC Medicaid Help Center](#), the and on the [Medicaid Transformation website](#).

For general provider inquiries and complaints regarding health plans, contact the **Provider Ombudsman** at Medicaid.ProviderOmbudsman@dhhs.nc.gov, or 866-304-7062. The Provider Ombudsman contact information is also published in each health plan's provider manual.

For questions related to your NCTracks provider information, please contact the NCTracks Call Center at 800-688-6696. To update your information, please log into the [NCTracks provider portal](#) to verify your information and submit an MCR. For all other questions, please contact the NC Medicaid Contact Center at 888-245-0179.

